TABLE OF CONTENTS

CHAPTER 8: PROBLEM RESOLUTION

LIST OF FIGURES

PROBLEM RESOLUTION

This chapter tells you where to turn when you have a problem completing any step in the SSCR process. It also includes a table of common problems with suggested solutions.

8.1 HELP! WHEN YOU NEED IT

Although you may be familiar with the basic SSCR process because of your school's participation in past years, many details of the process (such as file formats, field definitions, and participation in the Title IV WAN) have changed. NSLDS provides a variety of information and problem-solving sources to help you through this transition and into the future.

8.1.1 USING THIS GUIDE

Your first source of information about the new SSCR process is this *SSCR User's Guide.* Be sure to use the Table of Contents and the Index to help you locate the answers to your questions. Also, check the table of common problems later in this chapter to see whether your problem is addressed.

This guide does not explain how to access NSLDS through the Title IV WAN. If you have trouble using the WAN, please see the *Title IV WAN User's Guide* for help.

8.1.2 NSLDS CUSTOMER SERVICE CENTER

When you cannot answer your question using this guide, the NSLDS Customer Service Center (CSC) can help you. The CSC phone number is provided on the following page. You can call for help in building the SSCR files, correcting file errors, or using the on-line SSCR functions described in Chapter Six. For questions about accessing NSLDS through the Title IV WAN, either to use the Store-and-Forward Facility or to reach the NSLDS screens from a terminal or PC, contact Title IV WAN Customer Service at 1-800-615-1189.
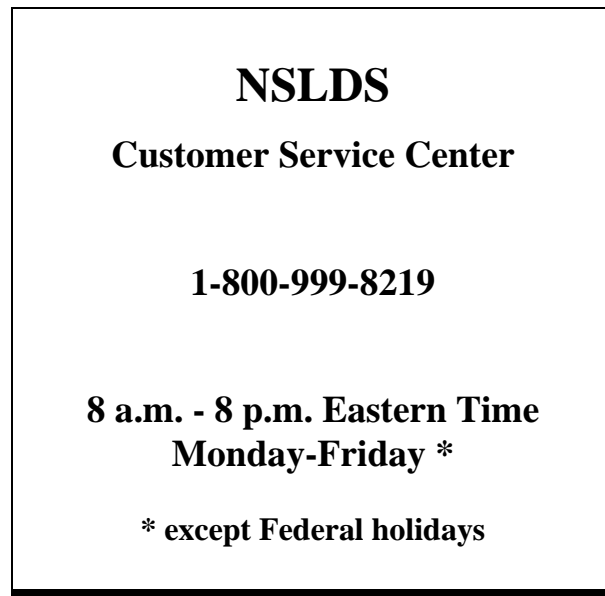
If you have a problem using the NSLDS on-line functions, please call from your workstation with the following information at hand:

- Type of workstation hardware (for example, IBM-compatible PC with a Pentium processor)

- Type of workstation software being used (for example, Attachmate Extra!)

- Exact wording of any messages displayed on the screen

- Identifier of the NSLDS screen you were using when the problem occurred (the screen identifier is in the upper left corner of all NSLDS screens and usually consists of the letters **RC** followed by two numbers; for example, RC00 or RC78)

- What you were doing and what happened when the problem occurred

- What you did to try to fix the problem

This information helps the CSC staff get a complete picture of the situation. The person who answers the phone may be able to solve your problem directly or may refer your question to a specialist.

The NSLDS CSC phone number and hours of operation are shown following.

NSLDS

Customer Service Center

1-800-999-8219

8 a.m. - 8 p.m. Eastern Time
Monday-Friday *

* except Federal holidays

8.2 SOLUTIONS TO COMMON PROBLEMS

Look for your problem in the "Problem" column and try the suggested solution before calling the NSLDS CSC. You may be able to solve the problem yourself.

Problem	Solution
Your computing resources cannot support SSCR processing.	Since Title IV participation requires SSCR reporting and the SSCR process is now fully automated, you must find a way to process SSCR rosters electronically.
You cannot establish contact with Title IV WAN, or cannot find NSLDS in the Title IV WAN menu.	Contact Title IV WAN Customer Service at: 1-800-615-1189.
You do not use the Social Security Number to identify students in your registration files.	Use other student identifiers in the SSCR Roster File to match Detail Records with your student records. Student's First Name, Student's Middle Initial, Student's Last Name, and Date of Student's Birth may suffice. To store your own student identification number, use the School Identification Designator field in the SSCR Roster File. The data you enter will remain with the student's Detail Record, and you may use it in future SSCR cycles to match student records.
The number of Detail Records in the SSCR Roster File received from NSLDS does not match the number reported in the Trailer Record.	Contact the NSLDS Customer Service Center at: 1-800-999-8219.
You signed up to receive SSCR files on tape, but now you want to receive SSCR files through the Title IV WAN.	Contact the NSLDS Customer Service Center at: 1-800-999-8219.
You can only return SSCR files on diskette.	SSCR processing does not support file exchange on diskette. You must transfer SSCR files to tape or transmit them electronically through the Title IV WAN. To learn how to transmit files electronically from a PC equipped with a modem, see the section titled "Sending and Receiving SSCR Data" in Chapter Three.
You do not receive a response to your transmission of a submittal or ad hoc report within 48 hours.	Contact the NSLDS Customer Service Center at: 1-800-999-8219.
You receive a "records skipped" message when importing a roster into EDExpress.	SSCR database must be cleared before importing a new roster. Contact the CPS Customer Service Center at 1-800-330-5947 for instructions on clearing the SSCR database.
You receive a new roster before transmitting a response to your error notification.	Do not send the response to your error notification. Discard that file and process the new roster.

Figure 8-1, Solutions to Common Problems